



EXAMINATION OPEN TO THE PUBLIC

MOTOR VEHICLE BUREAU CHIEF

ANNUAL \$107,679 SALARY APPLICATION CLOSING EXAM
SALARY: \$143,652* GROUP: VR 99* DATE: MAY 4, 2011 NO: 110290OCSP

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Department of Motor Vehicles this class is accountable for administering the programs and operations of a major bureau.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY **MAY 4, 2011**:

GENERAL EXPERIENCE: Ten years of **professional** experience in business or public administration.

SPECIAL EXPERIENCE: Three years of the General Experience must have been in a **managerial** capacity accountable for planning, analysis and implementation of major programs. [Note: For state employees this is interpreted at the level of Motor Vehicle Division Chief 1 or its equivalent.]

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in business administration, public administration or a related field may be substituted for one additional year of the General Experience. (3) A law degree may be substituted for one additional year of the General Experience.

SPECIAL REQUIREMENTS: Incumbents in this class may be required to possess special qualifications, credentials or requirements depending upon the specific bureau and/or functional area being filled. Examples include but are not limited to admission to the practice of law in the State of Connecticut and maintenance of that status in good standing.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of and ability to apply management principles and techniques including ability to effectuate public and/or private partnership arrangements; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of governmental fiscal management procedures; considerable interpersonal skills; considerable oral and written communication skills; considerable negotiation skills.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT: (1) **Completed Application Form (CT-HR-12)**
(2) **Supplemental Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required supplemental examination materials as detailed below. Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: **Section 1.** For each job (maximum of three) which you feel has best prepared you for the job of Motor Vehicle Bureau Chief, include a 1 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Motor Vehicle Bureau Chief cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. (1) **Experience with customer service operations/programs in government, business or retail.** Describe your experience managing a customer service environment. Include in your description the purpose of the program, number of customers served and services offered. Describe the subdivisions involved, specifying numbers and titles of staff, dollar amounts of operation/program budgets, the purpose of each subdivision and a description of the populations served. Detail your experience with program planning, establishing, implementing and evaluating policies, goals and objectives, particularly your involvement in creating/implementing customer service excellence programs. Detail the measurable outcomes of these programs and specify what you actually did and your level of responsibility. (2) **Management/administrative experience.** Discuss your involvement with the preparation and oversight of organizational/departmental budgets, including developing funding sources, creating operating plans and determining priorities for expenditure of financial and related resources. Describe your experience directing/coordinating staff and determining appropriate staffing levels, including any experience you have developing, negotiating and overseeing the administration of contracts with private consultants. Describe any employee recognition or incentive programs you created/implemented and what outcomes were realized as a result of these programs. Describe your experience with developing and implementing organizational change, including the change management methodologies you employed with such. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** (1) Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. (2) Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). (3) Do not include materials other than those requested above. (4) **Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by May 4, 2011.** (5) **Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2875).** If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. (6) Due to the large number of applications received, we cannot confirm receipt of applications. (7) **Examination scores will be mailed by June 14, 2011.** (8) **A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Centers.

*Refer to the class specification for more specific salary information.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities